

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**EVENT SERVICES COORDINATOR
CIVIC CENTER**

GENERAL STATEMENT OF DUTIES

Performs responsible supervisory and public contact work in directing, and coordinating Asheville Civic Center events. Employee reports to the Civic Center Events Administrator.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for directing, and coordinating events for the City's Civic Center. Employee acts as Manager-On-Duty, when appropriate, at various events. Work involves overseeing events held at the Civic Center. Work also involves the coordination of supplies and equipment. Work also involves modifying existing facilities to meet the needs of handicapped patrons. Employee is responsible for training the event staff. Tact and courtesy are required in frequent dealings with City officials, associated agencies and the general public. Employee must exercise considerable initiative, creativity and independent judgment. Work is performed with considerable independence under the general supervision of the Civic Center Events Administrator and is evaluated through assessment of the effectiveness and efficiency of events as well as public approval.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Plans and schedules staffing and services for City Center events and related activities in accordance with City guidelines and procedures; serves as liaison to potential promoters, City officials, outside agencies and the general public.

Reviews and processes applications of new Civic Center employees; performs criminal background checks of potential Civic Center employees.

Acts as Manager-On-Duty, when appropriate, during various events.

Ensures that equipment and supplies are secured well in advance of events.

EVENT SERVICES COORDINATOR

Attends Civic Center meetings, advising members of activities and special needs of the Civic Center.

Supervises the work of subordinate events staff; oversees purchases of, and performs background checks on “front house” staffing including ushers, ticket takers, and security.

Responds to inquiries and complaints from promoters and the general public and others regarding events; finds timely solutions to problems.

Recommends and/or makes modifications to existing facilities to accommodate the needs of handicapped patrons.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the methods and techniques used in the operation of Civic Center events.

Considerable knowledge of the available resources of the Civic Center.

Considerable knowledge of facilities and equipment to be used by Civic Center patrons and visitors.

Considerable knowledge of the principles and practices of supervision.

Working knowledge of general management and business organization principles and practices.

Skill in the use of common office machines, including computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Ability to exercise considerable independent judgment and discretion in establishing, applying and interpreting policies and procedures.

Ability to communicate effectively in oral and written form.

Ability to give oral presentations before large groups of people

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to exercise tact and courtesy in frequent contact with professionals and public officials at various levels of authority and influence, media representatives and the general public.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in facilities management, or a related field and 2 to 3 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

EVENT SERVICES COORDINATOR

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organization and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

August, 2002
Exempt
Salary Grade 16